

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	People Partner
Location:	Edinburgh/Glasgow/Elgin with the ability to work in a hybrid way
Team/Directorate:	Business Support and Transformation
Responsible To:	Senior People Partner
Responsible For:	None
Indirectly Responsible For:	None

2. JOB PURPOSE

Support the delivery of an excellent HR support and advisory service by working collaboratively with all internal and external stakeholders. To provide professional advice on all areas of employment law and best practice and support organisational change and improvement.

3. KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES

3.1 Main Duties and Responsibilities

- Coach and develop managers by providing professional expert advice on all areas of HR, in line with policies, procedures, employment law and best practice., by advising and supporting managers through people management matters to ensure that a fair approach are applied in the spirit of Hanover values and behaviours.
- Leading and mentoring HR Administrators by providing direction and support on the entire employee lifecycle, including resourcing and on-boarding, employee development and employee relations.
- Advise and guide managers who conduct formal processes across Hanover during investigations or hearing disciplinary and appeals, where required, to ensure an impartial, prompt and confidential approach is taken and fair outcomes are delivered
- Contribute to the delivery of HR change projects and processes such as TUPE, Redundancy, Restructures, and Consultations, to support current and future organisational aims and objectives.
- Develop and sustain strong working partnerships to be able to advise, coach and support managers in the development and engagement of their people, provide expert advice on relevant policies, procedures, and legislation, to support the business aims and objectives.
- Contribute and support the delivery of the People and Engagement Strategy and Service Improvement Plan to drive employee engagement.
- Adopt a continuous improvement mindset, proactively seek opportunities to support your continuing professional development as a People professional and a champion of wellbeing, equality, diversity, and inclusion, and the wider values of Hanover.

- Maintain all HR systems by ensuring data is up to date and correct, identify and seek improvements, and implement any changes to ensure they are fit for current and future purpose, support employees and are in line with legislation.
- Produce and analyse reports to assist with performance reporting for SMT and Board, including monthly and quarterly KPI's and identifying trends to support decision-making.
- Promote continuous improvement by appropriately challenging practice where necessary, seeking feedback and providing guidance to improve people management practices across the organisation.
- Develop Hanover's recruitment processes, ensuring that modern and innovative approaches are adopting to attract quality candidates, which support managers across the business and meet our regulatory and safer recruitment requirements.

3.2 Key Relationships – Internal & External

Internal

- Sub Committees
- Executive Leadership Team
- Senior Management Team
- Operational Management Team
- All employees

External

- Scottish Social Services Council (SSSC)
- Care Inspectorate
- Disclosure Scotland
- Recognised Trade Union and Staff Consultation groups
- Regulators (TSA and Scottish Housing Regulator)
- Solicitors
- Insurance Providers
- Auditors
- Consultants

Responsible for advising, guiding, influencing, and being a champion for change. Has a direct impact on workload for HR Administrators and the experience for all employees.

Working in partnership with external organisations such as solicitors and consultants.

3.3 Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
- Comply with safe working practices as defined by Hanover.
- Complete online training as and when required.
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.

- Report any accidents, incidents or near misses as soon as reasonably practicable.

3.4 General

- Be aware of and always adhere to Hanover's policies and procedures.
- Take part in performance reviews and one to one meetings with your manager throughout the year.
- Cooperate with other Hanover departments to achieve good outcomes for our customers, colleagues, and contractors.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business.
- Be an ambassador of Hanover's values and behaviours at all times and demonstrate high levels of integrity in the course of your duties.

3.5 Other

- Always apply Hanover's values and behaviours to every aspect of the role.
- Protect and enhance the interests and reputation of Hanover internally and externally.
- Act as a role model and always treat colleagues and customers with integrity and respect.
- Comply with Hanover's Code of Conduct.

PEOPLE PARTNER
Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	CIPD accreditation and/or qualification	Degree in HRM
Experience	<p>Extensive experience of dealing with and advising on complex HR issues and employment law.</p> <p>Experience of reviewing, developing, and improving policy, working practices and change projects.</p> <p>Demonstrable experience of delivering projects including significant change projects.</p> <p>Demonstrable experience of creating analysing data and reports with the aim of identifying trends and implementing required improvements and solutions.</p>	<p>Demonstrable experience of a business partnering model.</p> <p>Experience of dealing with Trade Unions.</p> <p>Experience of TUPE.</p> <p>Supporting the development of people strategies.</p>
Knowledge	<p>Excellent and up to date understanding of employment law, compliance and best practice.</p> <p>Knowledge of conflict management strategies and solutions.</p> <p>Strong generalist HR background covering all employee lifecycle stages.</p>	<p>Understanding of organisational and sector issues particularly in relation to recruitment and retention issues and skills gaps.</p>
Skills	<p>Developed influencing skills.</p> <p>Developed communication skills with the ability to build relationships.</p> <p>Decisive individual who can confidently make informed decisions and recommendations.</p> <p>Critical listening skills.</p>	

CRITERIA	ESSENTIAL	DESIRABLE
	<p>Can have challenging conversations and take role of the critical friend.</p> <p>Good communication and presentation skills.</p> <p>Ability to lead and motive a team to success. Identify strengths and encourage team to develop them.</p>	
Personal attributes	<p>Key Behavioural requirements within role.</p> <p>Aligned to Hanover Values: Respect Accountability Collaboration Inclusion</p> <p>Energetic, highly motivated and with an enquiring mind and passion for excellence.</p> <p>Must be accountable for delivery of service and advice given.</p> <p>Should always demonstrate respect, being confident in the support they offer.</p> <p>To be able to adapt decisions and practices to take account of changing priorities and external influences.</p>	
Additional requirements	<p>Ability to work from home or office.</p> <p>This post will require occasional travel throughout Scotland.</p>	

Job Description and Person Specification Agreement:

The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.